DOCKET FILE COPY ORIGINAL

FCC Mail Room

October 22, 2013

Marlene H. Dortch Secretary Federal Communications Commission 445 12th Street, S.W. Washington, DC 20554

ATTENTION: WIRELINE COMPETION BUREAU

RE: Form 481 ETC filing pursuant to Sections 54.313 and 54.422 SAC 361391, MN, Felton Telephone Company Connect America Fund WC Dockets 10-90 and 11-42

Dear Ms. Dortch:

Pursuant to Sections 54.313 and 54.422 of Commission's Rules, Felton Telephone Company, MN, SAC 361391 is filing its Form 481 High Cost and Low-Income Annual Report.

Felton Telephone Company seeks confidential treatment under the Protective Order in this proceeding. ¹ Pursuant to the Order, one copy of the confidential document and two copies of the redacted version are provided. The Redacted version is also being filed on the Electronic Comment Filing System.

Please address any correspondence regarding this transmittal to the attention of Tom Campbell at the following address, e-mail or telephone number.

Sincerely,

Tom Campbell

Telecommunications Consultant

tcampbell@otcpas.com

651-621-8511 (v)

651-483-2467 (f)

Enclosures

CC: Mr. Charles Tyler, FCC Telecommunications Access Policy Division (two copies confidential)

1 See Protective Order 27, WC Docket Nos. 10-90 et al, Rec 14231 rel. November 16 ("Order")

REDACTED - FOR PUBLIC INSPECTION Hadanad at the partie of

OCT 222013 Page 1

1	n 481 - Carrier Annual Reporting	PCC Foreit 481 OMB Control No. 3060-0986/OM CONTROL STATE OF JUNE 1879 July 2013
<010>	Study Area Code	361391
<015>	Study Area Name	FELTON TEL CO. INC.
<020>	Program Year	2014
<030>	Contact Name: Person USAC should contact with questions about this data	Tom Campbell
<035>	Contact Telephone Number: Number of the person identified in data line <030	651-621-8511 0>
<039>	Contact Email Address: Email of the person identified in data line <030>	tcampbell@ctcpas.com
ANNUA	L REPORTING FOR ALL CARRIERS	54.313 54.422 Completion Required Required
<100>	Service Quality Improvement Reporting	(check box when complete) (complete attached worksheet)
<200> <210>	Outage Reporting (voice)	(complete attached worksheet) ✓ ✓ ✓
<300> <310> <320> <330>	Unfulfilled Service Requests (voice) Detail on Attempts (voice) Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)	(attach descriptive document)
<400> <410> <420> <430> <440> <450>	Number of Complaints per 1,000 customers (voice Fixed Mobile 0.0 Number of Complaints per 1,000 customers (brown Fixed Mobile	
<500> <510> <600> <610> <700> <710> <800> <1000> <1010> <11100> <1110>	Service Quality Standards & Consumer Protection 361391mn510 Functionality in Emergency Situations 361391mn610 Company Price Offerings (voice) Company Price Offerings (broadband) Operating Companies and Affiliates Tribal Land Offerings (Y/N)? Voice Services Rate Comparability Terrestrial Backhaul (Y/N)? Terms and Condition for Lifeline Customers	on Rules Compliance (check to indicate certification) (attached descriptive document) (check to indicate certification) (attached descriptive document) (complete attached worksheet) (complete attached worksheet) (complete attached worksheet) (fi yes, complete attached worksheet) (check to indicate certification) (attach descriptive document) (if not, check to indicate certification) (complete attached worksheet) (complete attached worksheet)
<2000> <2005>	Price Cap Carriers, Proceed to Price Cap Addition Including Rate-of-Return Carriers affiliated with the Rate of Return Carriers, Proceed to ROR Addition	Price Cap Local Exchange Carriers (check to indicate certification) (complete attached worksheet)
<3000> <3005>		(check to indicate certification) (complete attached worksheet) √

FCC Form 481 DMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	THE	INV.		be11	1-8511	tcampbell@otcpas.com	(yes/no) O	(yes/no) O O	ny is a Name of Attached Document (.pdf)			
(100) Service Quality Improvement Reporting Data Collection Form	Study Area Code	Study Area Name	<020> Program Year	<030> Contact Name - Person USAC should contact regarding this data Tom Campbell	<035> Contact Telephone Number - Number of person identified in data line <030> 651-621-8511	<039> Contact Email Address - Email Address of person identified in data line <030> tcampl	<110> Has your company received its ETC certification from the FCC?		If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)[1]. If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	Please check these boxes below to confirm that the attached FDF, or mile 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	 <113> Maps detailing progress towards meeting plan targets <114> Report how much universal service (USF) support was received <115> How (USF) was used to improve service quality <116> How (USF) was used to improve service coverage <117> How (USF) was used to improve service capacity <117> How (USF) was used to improve service capacity <118> Provide an explanation of network improvement targets not met in the prior calendar year. 	

60-0819							\$		Preventative Procedures													
Control No. 30r											-											
0-0986/DMB							ŝ#		Service Outage Resolution													
FCC Form 481 OMB Control No. 3060-0986/DMB Control No. 3060-0819 JUV 2013							\$	Did This Outage Affect Multiple	Study Areas (Yes / No)													
FCC OIV							(e)	Service Outage	Description (Check all that apply)													
							\$	911 Facilities	Affected (Yes / No)				-									
		r.				яв.сош	<62>		Total Number of Customers				Coo ottochod	סכב מוומטוום	worksneet							
	361391	FELTON TEL CO. INC.	2014	Tom Campbell	Contact Telephone Number - Number of person identified in data line <030> 651-621-8511	ita line <030> tcampbell@otcpag.com	<c1></c1>	Number of	Customers Affected					1	Φ M							
					in data line <03	in data line <03	 4b4>	Outage End														
				regarding this	son identified	rson identified	6 3\$	Outage End	Date													
(a)	-			should contact	Number of per	Address of pe	 	Outage Start	Time											-		
(200) Service Outage Reporting (Voice) Data Collection Form	de	ıme		Contact Name - Person USAC should contact regarding this data	hone Number -	Contact Email Address - Email Address of person identified in da	d 1>	Outage Start Outage Start	Date													A CONTRACTOR OF THE CONTRACTOR
(200) Service Outage Ri Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name	Contact Telep	Contact Email	ŝ	NORS Reference	Number													
(200) Seri Data Colli	<010>	<015>	<020>	<030>	<032>	<039>	<220>															

Control No. 3060-0819									CI>	Total per line Rates and Fees			•									
FCC Form 481. GMB Central No. 1060:0988/dMB Central No. 1060-0819 Nily 2013									4555 Mandatory Extended Area													
FCC GM									 b4>	State Universal Service Fee		100,000										
		O. INC.				pas.com			<653>	State Subscriber Line Charge						See attached worksheet						
	361391	FELTON TEL CO. INC	2014	Tom Campbell	030> 651-621-8511	Contact Email Address - Email Address of person identified in data line <030> tcampbell@otcpas.com	1/1/2013		<925	Kesidential Local						See att						
				ling this data	entified in data line <	entified in data line <	1/1/	j	4P45	Rate Type												
848 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				contact regard	r of person id	ss of person id	ctive Date	ervice Charge	483 5	SAC (CETC)												
(760) Pitce Offerings including Voice hate bata Data Collection Form	ē	J.		Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Address - Email Addres	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge	<81>	Evchange (HEC)												
e Offerings inc ction Form	Study Area Code	Study Area Name	Program Year	Contact Name	Contact Teleph	Contact Email	Residential Loc	Single State-wi	<815	Ctato												
(700) Pfic Data Colle	<010>	1	1			1	<701>	<702>	<703>													

6F																			 				
PEC Form 481 ONB Control No. 3550-0986/OMB Control No. 3050-0819 July 2013							č 84 <i>></i>		Usage Allowance Action Taken When	Limit Reached (select)													
883, rat No. 3060-0986/							-c43>		Usage Allowance	(GB)													
PEC Form 483 OMB Control 3UV 2013							ALDY		Broadband Service -	Upload Speed (Mbps)													
							5102	100	Broadband Service - Download Speed	(Mbps)													
						com				Total Rate and Fees													
	391	FELTON TEL CO. INC.	4	Tom Campbell	651-621-8511	tcampbell@otcpas.com		270	State Regulated	Fees				Podotto d	סבב מוומרוובת	worksheet							
	361391	TEL	2014	m		d in data line <030>				Residential Rate				0	- 00	work	,						
				Contact Name - Person 115AC should contact regarding this dat	Contact Telephone Number - Number of person Identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>	•	<62.8>		Exchange (ILEC)							-						
(710) Broadband Price Offerings Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name - Person 1154				4ab		State													
(710) Bro Date Colli	<010>				35	<039>		<711>															

FCC Form 481 GMB Cantrol ND: BUSD 4988/DMB-Control No. 3060-0819 July 2013				The second secon					Z. Z	Doing Business As Company or Brand Designation		heet **									
						IS.COM			<a2> 1*****</a2>	SAC		See attached worksheet ==									
	<010> Study Area Code 361391	<015> Study Area Name FELTON TEL CO. INC	<020> Program Year 2014	<030> Contact Name - Person USAC should contact regarding this data Tom Campbell	i I	<039> Contact Email Address - Email Address of person identified in data line <030> tcampbell@otcpas.com	<810> Reporting Carrier Felton Telephone Company	<812> Operating Company na	<813> <a>4813>	Affiliates		See d									

FCC.Form 481 ØMB Cantral No. 3060-0986/0MB:Control No. 3060-0819 July 2013	361391	FRL/TON TEL. CO. INC.	2014	Tom Campbell	identified in data line <030> 651-621-8511	identified in data line <030> tcampbell@otcpae.com
900) Tribal Lands Reporting sta Collection Form	<010> Study Area Code	<015> Study Area Name	<020> Program Year	- Person USAC should contact reg	<035> Contact Telephone Number - Number of person identified in data li	<039> Contact Fmail Address - Email Address of person identified in data li
(900) Tri Data Col	<010>	<015>	<020>	<030>	<035>	<039>

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;

<922> Feasibility and sustainability planning;

<923> Marketing services in a culturally sensitive manner;

<924> Compliance with Rights of way processes
<925> Compliance with Land Use permitting requirements

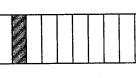
<926> Compliance with Facilities Siting rules

<22.2 Compliance with Environmental Review processes</p>

<928> Compliance with Cultural Preservation review processes

<92.9> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)



10/09/2013

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FCC Form 481 DMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		FELTON TEL CO. INC.	Tom Campbell	651-621-8511	oell@otcpag.com		
1100) No Terrestriaj Backhaul Reporting Data Collection Form	<010> Study Area Code	<015> Study Area Name	1	<035> Contact Telephone Number - Number of person identified in data line <030> 651-6	<039> Contact Email Address - Email Address of person identified in data line <030> tcampbell@otcpas.com	Please check this box to confirm no terrestrial backhaul <1120> options exist within the supported area pursuant to § 54.313(G)	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

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FCC Form 481. OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013?	161391	FELTON TBL CO. INC.	2014	Tom Campbell	651-621-8511	tcampbell@otcpas.com	361391mm1210	Name of attached document (.pdf)					
	ř.	Be,	63		line <030>	line <030>	36	Na	HTTP		<u>\</u>		
(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	Study Area Code	Study Area Name	Program Year	ĺ		Contact Email Address - Email Address of person identified in data line <030>	<1210> Terms & Conditions of Voice Telephony Lifeline Plans		Link to Public Website	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	Details on the number of minutes provided as part of the plan,	<1223> Additional charges for toll calls, and rates for each such plan.
(1200) T Lifeline Data Co	<010>	<015>	<020>	\$030	<035>	<039>	<1210>		<1220>		<1221>	<1222>	<1223>

)/09/2013 Page 9

FCC Form 481 OMB Central No. 3060-0886,OMB Control No. 3060-0819 July 2013	The state of the s					And and the second seco	support to offset access charge reductions, and Connect America Phase II uments attached below is accurate.									[Ţ]			Information	
LExchange Catriets	361391	FELTON TEL CO. INC.	2014	this data Tom Campbell	-	ied in data line <030> tcampbell@otcpas.com	CHECK the boxes below to note compliance as a recipient of incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.				n (47 CFR § 54.312(a))					(§ 54.313(d))		~				ed PDF , on line 2021, § 54.313 (e)[3)(ii), as a recipient	er, names, and addresses of providing access to broadband		is Name of Attached Document Listing Required Information	
000) Price Cap Carrier Additional Documentation ata Collection Form cluding Rate-of-Return Corriers offilioted With Plice Cap Local Exth	Study Area Code	Study Area Name	Program Year	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in	te boxes below to note compliance as a recipient of Incre support as set forth in 47 C	Incremental Connect America Phase I reporting	2nd Year Certification (47 CFR § 54.313(b)(1))	3rd Year Certification {47 CFR § 54.313(b)(2}}	Price Cap Carrier Receiving Frozen Support Certification (47	2013 Frozen Support Certification	2014 Frozen Support Certification	2015 Frozen Support Certification	2016 and future Frozen Support Certification	Price Cap Carrier Connect America ICC Support (47 CFR § 54.	Certification Support Used to Build Broadband	Connect America Phase II Reporting (47 CFR § 54.313(e))	3rd year Broadband Service Certification	5th year Broadband Service Certification	Interim Progress Certification	Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(1), as a recipient	of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband	service in the preceding calendar year.	Interim Progress Community Anchor Institutions	
000) Pr nta Céll	<010>	<015>	<020>	<030>	<035>	<039>	CHECK &		<2010>	<2011>		<2012>	<2013>	<2014>	<2015>		<2016>		<2017>	<2018>	<2019>	<2020>			<2021>	

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Page 11

-ECCTORM ABI OMIS Control No. Beed 4956/JUMS Control No. 1000-0519 July 2013	The state of the s					npliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR 55.4333(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.				(Ves/No)]	(Ves/No)						361391mn3026
		PELTON TEL CO. INC.	Tom Cambell	651-621-8511	tcampbell@otcpas.com	i fis five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ansuring compliance with the for 545.85 54.3313(i); I further certify that the information reported on this form and in the documents attached below is accurate.		Name of Attached Document Listing Required Information		Name of Attached Document Listing Required Information			Name of Attached Document Listing Required Information						Name of Attached Document Listing Required Information
lodu) nate Of Reillin Carrier Additional Occumentation. Bis Collection Form	361391		2014	Contact Name - Person USAL should contact legaluilig this data Contact Telenhore Number - Number of person identified in data line <030> 651-621-8511	Contact lengthouse runinger in a person identified in data line <0.30>	CHECK the boxes below to note compliance on its five year service quality plan (pursua CR 6 5.4.319fi(2), i further certify that t	Progress Report on 5 Year Plan	Milestone Certification (47 CFR § 54.313(f)(1)(1) Please check this box to confirm that the attached PDF , on line 3012,	contains the required information pursuant to § 54.313 (fi[1]/il), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Community Anchor institutions (47 CFR § 54.313f)(1)(ii)) Is your company a Privately Hald ROR Carrier (47 CFR § 54.313f))(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the standed PDF, on line 3017,	contains the requireo information pursuant to 9 54-51-517/14 Comprised requires: requires: lectronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation if the response is no on line 3014, is your company audited?	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications PDF of Balance Sheet, income Statement and Statement of Cash Flows	Management letter issued by the independent certified public accountant that performed the company's financial audit.	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications	Borrowers, Underkying information subjected to a review by an independent certifled public accountant Underkying information subjected to an officer certification.	PDF of Balance Sheet, income Statement and Statement of Cash Flows Attach the worksheet listing required information
000) Ri	Ę	615	¢020>		039	CHECK 1		(3010)	(3011)	(3012) (3013) (3014)	(3015)	(3016)	(3017)		(3019)	(3021)	(3022)	(3023)	(3025)

£8563000000000000000000000000000000000000	ion - Reporting Carri ection Form	er FCC Form 481 OMB Corprol No. 3960-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	361391
<015>	Study Area Name	FELTON TEL CO. INC.
<020>	Program Year	2014
<030>	Contact Name - Perso	on USAC should contact regarding this data Tom Campbell
<035>	Contact Telephone N	umber - Number of person identified in data line <030> 651-621-8511
<039>	Contact Email Addres	s - Email Address of person identified in data line <030> tcampbell@otcpas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients									
l certify that I am an officer of the reporting carrier; my responsibilitie recipients; and, to the best of my knowledge, the information reporte	s include ensuring the accuracy of the annual reporting requirements for universal service support of on this form and in any attachments is accurate.								
Name of Reporting Carrier:									
Signature of Authorized Officer:	Date								
Printed name of Authorized Officer:									
Title or position of Authorized Officer:									
Telephone number of Authorized Officer:									
Study Area Code of Reporting Carrier:	Filing Due Date for this form:								
	ed by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment little 18 of the United States Code, 18 U.S.C. § 1001.								

	ion - Agent / Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 V July 2013
<010>	Study Area Code	361391
<015>	Study Area Name	FELTON TEL CO. INC.
<020>	Program Year	2014
<030>	Contact Name - Person US	AC should contact regarding this data
<035>	Contact Telephone Numbe	r - Number of person identified in data line <030> 651-621-8511
<039>	Contact Email Address - En	nail Address of person identified in data line <030> tcampbell@otcpas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent) <u>Tom_Campbell</u> also certify that I am an officer of the reporting carrier; my responsibilities agent; and, to the best of my knowledge, the reports and data provided to t	is authorized to submit the information reported on behalf of the reporting carrier. nclude ensuring the accuracy of the annual data reporting requirements provided to the authorized he authorized agent is accurate.
Name of Authorized Agent: Tom Campbell	
Name of Reporting Carrier: FELTON TEL CO. INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 10/09/2013
Printed name of Authorized Officer: Staci Malikowski	
Title or position of Authorized Officer: Chief Financial Officer	
Telephone number of Authorized Officer: 218-346-8498	
Study Area Code of Reporting Carrier: 361391	Filing Due Date for this form: 10/15/2013

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipier	nts on Behalf of Reporting Carrier
as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support re e data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the informatic	
ame of Reporting Carrier: FELTON TEL CO. INC.	
ame of Authorized Agent or Employee of Agent: Tom Campbell	
gnature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date: 10/09/2013
inted name of Authorized Agent or Employee of Agent: Tom Campbell	
tle or position of Authorized Agent or Employee of Agent Consultant	
elephone number of Authorized Agent or Employee of Agent: 651-621-8511	
udy Area Code of Reporting Carrier: 361391 Filing Due Date for this form: 10/15/2	2013

Attachments

F.C. Form 481 GMB Control No. 3050-0986/GMB Control No. 3050-0819 July 2013							\&\$8\$≶	Doing Business As Company or Brand Designation	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig	Arvig				
		ů.		as.com			<42>	SAC	361374	361365	361383	361385	361408	361443	361431	361448	361453	361491	361472	361372	361430		361391	369007				
(800) Operating Companies. Data Collection Form	<010> Study Area Code	1	1	i I	ŀ	<812> Operating Company na	. × 1813×		Arrowhead Communications Corporation		Eagle Valley Telephone Company	East Otter Tail Telephone Company	The Home Telephone Company	-	Midwest Telephone Company	Osakis Telephone Company	The Peoples Telephone Company of Bigfork	Twin Valley-Ulen Telephone Company	Redwood County Telephone Company		Melrose Telephone Company	Mainstreet Communications Corporation, LLC		Tekstar Communications, Inc.				

Page 1 of 2

SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

As required by MN. Rule "7812.0700 Minnesota General Service Quality Requirements. Subpart 1" the local services provided by Felton Tel Co. Inc. are provided under internal company operating procedures and publically available tariffs which are in compliance with applicable Minnesota Public Utility Commission orders and rules including:

7810.0100 DEFINITIONS. 7810.0200 SCOPE. 7810.0300 STATUTORY AUTHORITY.

RECORDS AND REPORTS

7810.0400 RETENTION OF RECORDS.
7810.0500 DATA TO BE FILED WITH THE COMMISSION.
7810.0600 REPORT TO COMMISSION ON SERVICE DISRUPTION.
7810.0900 LOCATION OF RECORDS.

CUSTOMER RELATIONS

7810.1000 INFORMATION AVAILABLE TO CUSTOMER AND PUBLIC. 7810.1100 COMPLAINT PROCEDURES. 7810.1200 RECORD OF COMPLAINT.

CUSTOMER BILLING: DEPOSIT AND GUARANTEE REQUIREMENTS

7810.1400 CUSTOMER BILLING.

7810,1500 DEPOSIT AND GUARANTEE REQUIREMENTS.

7810.1600 DEPOSIT.

7810.1700 GUARANTEE OF PAYMENT.

DISCONNECTION OF SERVICE; SERVICE DELAY

7810,1800 PERMISSIBLE SERVICE DISCONNECTIONS WITH NOTICE.

7810.1900 PERMISSIBLE SERVICE DISCONNECTIONS WITHOUT NOTICE.

7810.2000 NONPERMISSIBLE REASONS TO DISCONNECT SERVICE.

7810.2100 MANNER OF DISCONNECTION.

7810.2200 RECONNECTION OF SERVICE.

7810.2300 NOTICE REQUIREMENTS.

7810.2400 BILL DISPUTES.

7810.2500 ESCROW PAYMENTS.

7810.2600 WAIVING RIGHT TO DISCONNECT; EMERGENCY STATUS.

7810,2800 DELAY IN INITIAL SERVICE OR UPGRADE.

DIRECTORIES

7810.2900 CONTENT OF DIRECTORIES.

7810.3000 DIRECTORY ASSISTANCE.

7810,3100 CHANGES OR ERROR OF LISTED NUMBER.

ENGINEERING

7810.3200 CONSTRUCTION OF TELEPHONE PLANT. 7810.3300 MAINTENANCE OF PLANT AND EQUIPMENT.

7810.3900 EMERGENCY OPERATIONS.

Page 2 of 2

SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 510 Compliance with Service Quality Standards and Consumer Protection

INSPECTIONS, TESTS, SERVICE REQUIREMENTS

7810.4100 ACCESS TO TEST FACILITIES.
7810.4300 ACCURACY REQUIREMENTS.
7810.4900 ADEQUACY OF SERVICE.
7810.5000 UTILITY OBLIGATIONS.
7810.5100 TELEPHONE OPERATORS.
7810.5200 ANSWERING TIME.
7810.5300 DIAL SERVICE REQUIREMENTS.
7810.5400 INTEROFFICE TRUNKS.
7810.5500 TRANSMISSION REQUIREMENTS.
7810.5800 INTERRUPTIONS OF SERVICE.
7810.5900 CUSTOMER TROUBLE REPORTS.
7810.6000 PROTECTIVE MEASURES.
7810.6100 SAFETY PROGRAM.

Felton Tel Co. Inc. is in compliance with Federal CPNI rules, Red Flag Rules and other Federal and State requirements governing the protection of Customer's privacy.

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SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 610 Description of Functionality in Emergency Situations

Felton Tel Co. Inc. pursuant to MN Rule "7810.390 Emergency Operations" has:

- Established reasonable provisions' to meet emergencies resulting from failures of lighting or power service, sudden and prolonged increases in traffic, illness of operators or from fire, storm, or acts of God including provisions for emergency power that meet or exceed the rule requirement to provide:
 - o A minimum of four hours of battery service in each central office.
 - o A permanently installed power unit in exchanges exceeding 5000 lines.
 - Mobile power units that can be delivered on short notice and which can be readily.
 connected in offices without installed emergency power facilities.
- Has informed employees as to the procedures to be followed, including reasonable rerouting of traffic around damaged facilities and the deployment of emergency power, in the event of emergency in order to prevent or mitigate interruption or impairment of telecommunications service.

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SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

Felton Tel Co. Inc. does adhere to all Federal Lifeline eligibility rules and regulations as well as Minnesota Administrative Rule "7817.0400 - Eligibility for Telephone Assistance Credits" which states:

Minnesota Administrative Rule 237 Chapter 7817.0400

Subpart 1. Information provided. Each local service provider shall annually mail a notice of the availability of the telephone assistance plan to each residential subscriber in a regular billing. If a subscriber has chosen to receive the regular billing other than through U.S. mail, the local service provider shall send the notice in a regular billing using the delivery method chosen by the subscriber for delivery of the regular billing. The notice must state the following: YOU MAY BE ELIGIBLE FOR ASSISTANCE IN PAYING YOUR TELEPHONE BILL IF YOU RECEIVE BENEFITS FROM CERTAIN LOW-INCOME ASSISTANCE PROGRAMS OR MEET CERTAIN INCOME LIMITS. FOR MORE INFORMATION OR AN APPLICATION FORM PLEASE CONTACT

(local service provider) On request, the local service provider shall mail to a person an application form developed by the commission and the Department of Commerce, and a brochure that describes the telephone assistance plan's eligibility requirements and application process.

Subpart 2. Application process. On completing and signing the application certifying under penalty of perjury that the information provided by the applicant is true and that the statutory criteria for eligibility are satisfied, the applicant must return it to the local service provider for enrollment in the telephone assistance plan. An application may be made by the subscriber, the subscriber's spouse, or a person authorized by the subscriber to act on the subscriber's behalf.

Subpart 4. Eligibility criteria. To be eligible for a telephone assistance credit the applicant must:

- A. be a subscriber who resides in Minnesota or has moved to Minnesota and intends to remain; and
- B. be eligible for the federal Lifeline telephone service discount.

Subpart 7. Applicant and recipient responsibilities. Each applicant and each recipient shall provide current information to the local service provider about permanent changes that affect the applicant's or recipient's eligibility.

Subpart 8. Local service provider responsibilities.

- A. A local service provider shall begin providing telephone assistance credits to an applicant in the earliest possible billing cycle but not later than the second billing cycle following submission of a completed application demonstrating eligibility. If certified, the local service provider shall notify the applicant by, for example, placing telephone assistance credits on the bill.
- B. If an applicant is denied eligibility, the local service provider shall notify the applicant in writing of the reasons for the denial, of the right to appeal, and of the right to reapply.

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SAC: 361391
State: MN Felton Tel Co. Inc.
Form 481 Line No. 1210 Lifeline Plans Terms and Conditions
<u>Rates</u>
Felton Tel Co. Inc.'s Local service rates that serve as its Lifeline Plans are filed in Compliance with the regulatory requirements of Minn. Rules Ch. 7810 and Minn. Rules pt. 7812.0600 as follows: A. The tariffs or price lists of local exchange carriers must offer the following services to all customers pursuant to Minn. Rules pt. 7812.0600 (basic service requirements): single party voice-grade service and touch-tone capability; 911 or enhanced 911 access; 1 + intraLATA and interLATA presubscription and code-specific equal access to interexchange carriers subscribing to its switched access service; access to directory assistance, directory listings, and operator services; toll and information service-blocking capability without recurring monthly charge one white pages directory per year for each local calling area, which may include more than one local calling area, except where an offer is made and explicitly refused by the customer; a white pages and directory assistance listing, or, upon customer request, a private listing that allows the customer to have an unlisted or unpublished telephone number;
call-tracing capability according to chapter 7813;
(i) call Trace provisions in tariff mirror Commission's tariff templates.
blocking capability according to the Commission's ORDER ESTABLISHING CONDITIONS FOR THE PROVISION OF CUSTOMER LOCAL AREA SIGNALING SERVICES, Docket No. P999/CI-92-992 (June 17, 1993) and its ORDER AFTER RECONSIDERATION, Docket No. P999/CI-92-992 (December 3, 1993).
telecommunications relay service capability or access necessary to comply with state and federal regulations.

B. A Separate flat rate service offering is required pursuant to Minn. Rules pt. 7812.0600, subpt. 2. At a minimum, each local service provider (LSP) shall offer the services identified in Minn. Rules pt. 7812.0600, subpt. 1 as a separate tariff or price list offering on a flat rate basis. An LSP may also offer basic local service on a measured rate basis or in combination with other services. An LSP may impose separate charges for the services set forth in subpart 1 only to the extent permitted by applicable laws, rules, and commission orders.

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SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

C. Service area obligations under Minn. Rules pt. 7812.0600, subpt. 3: An LSP shall provide its local services on a nondiscriminatory basis, consistent with its certificate under part 7812.0300 or 7812.0350, to all customers who request service and whose premises fall within the carrier's service area boundaries or, for an interim period, to all requesting customers whose premises fall within the operational areas of the local service provider's service area under part 7812.0300, subpart 4, or 7812.0350, subpart 4. The obligation to provide resale services does not extend beyond the facilities-based services does not require an LSP that is not an eligible telecommunications carrier (ETC) to build out its facilities to customers not abutting its facilities or to serve a customer if the local service provider cannot reasonably obtain access to the point of demarcation on the customer's premises. service capability of the underlying carrier whose service is being resold. The obligation to provide

The flat rate services, offered pursuant to Minn. Rules pt. 7812.0600, subpt. 2., include unlimited local service minutes of use. The local services offerings do not include any toll minutes of use. The rates for any toll usage are determined by the rate plans of the Toll Provider(s) that are selected by lifeline end users.

The specific Company terms and conditions for the Companies Lifeline Plans are set forth in the tariff pages included in Exhibit 1, attached.

Exhibit 1

SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 1210 Lifeline Plans Terms and Conditions

FELTON TELEPHONE COMPANY – dba Arvig PERHAM, MINNESOTA

Section 4 Page 1

LOCAL EXCHANGE SERVICE

The rates for Local Exchange Service are subject to the conditions set forth herein and the General Regulations governing provision of service. The General Regulations are set forth in Section 2 of this tariff book.

Local Exchange Service

- A. The Local Exchange Service Rates in this section are for service only and do not include any terminal equipment beyond the point of dem arcation.
- B. The rates applicable to Local Exchange Service are composed of a Line Access Rate component plus (where applicable) an Extended Area Service component.

C. Service Upgrades

- 1) At the option of the Company, services will be upgraded to business individual line and residence individual line as facilities for the provision of such services permit.
- 2) Upgrading of business and residence services may be accomplished on a line by line basis at the option of the Company.
- 3) As an exchange is upgraded, as set forth in 1) above, the rates shown on the appropriate rate schedule will be applied.

D. Extended Area Service

- 1) Establishment and discontinuance of EAS will be contingent upon Commission authorization.
- 2) Extended Area Service rate component.
 - a) EAS is a premium-type service offering made by the Company to certain exchanges, under specific conditions.
 - b) The Extended Area Service rate component, where applicable, is included in the Local Exchange Service Rate.

E. Taxes

1) Applicable taxes levied by state, county and local taxing authorities are in addition to the rates set forth in this tariff. (See also General Regulations, Section 2).

Effective: 1-1-01

FELTON TELEPHONE COMPANY – dba Arvig PERHAM, MINNESOTA

Section 4 Page 2 Revision 1

LOCAL EXCHANGE SERVICE

Rates

Exchange - Feltor	3
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Class of Service	Monthly Rates
BUSINESS: One Party Basic Coin Telephone Service Combination - Business/Residence	\$ 24.61 24.61 19.81
RESIDENCE: One Party	15.96

Exchange - Borup and Hitterdal

Class of Service	Monthly Rates					
BUSINESS: One Party Basic Coin Telephone Service Combination - Business/Residence	\$ 20.16 20.16 15.61					
RESIDENCE: One Party	14.00					

All rates are billed in advance. Payment for service is due when the statement is rendered.

Vacation rate service is available for customers requiring less than 12 months of service per year. The rate for vacation service is determined in accordance with Section 5, Page 45 of this tariff book.

Effective: 1-1-13

FELTON TELEPHONE COMPANY – dba Arvig PERHAM, MINNESOTA

Section 4 Page 3

LOCAL EXCHANGE SERVICE

Extended Area Service (EAS)

Exchange

EAS to Exchange

Felton

Borup

Dorup

Fargo – Moorhead

Glyndon

Borup

Ada Felton

Hitterdal

Hawley Ulen

Effective: <u>1-1-01</u>

SAC: 361391 State: MN

Felton Tel Co. Inc.

Form 481 Line No. 3026

ATTACHMENT REDACTED IN ENTIRETY